



Press Release

Press release from **Derbyshire Fire & Rescue Service** and **Derbyshire Fire & Rescue Authority** **Making Derbyshire Safer Together**

14 FEBRUARY 2020

STORM DENNIS – EMERGENCY CALLS

As another storm is set to hit the UK, Derbyshire Fire & Rescue Service is asking people to consider their call before dialling 999 when Storm Dennis strikes.

When extreme weather hits the county, the number of 999 emergency calls to the Service can double in a matter of minutes, but many calls relate to non-emergencies and things that are the responsibility of other agencies. This increase in calls can mean fire control room operators are tied up and could be prevented from dealing with a real emergency.

Joint Fire Control Station Manager, Carly Pointon said: “During storm Ciara, the Service received over 300 emergency 999 calls asking for assistance at all types of incidents from fallen trees, unsafe structures and flooding, but many of these calls were either not an emergency, or the responsibility of another agency.

“While control room operators are dealing with these requests and signposting people to other agencies, they may be prevented from dealing with a real emergency which could put other lives at risk.”

The following is a quick guide to what is and isn’t the responsibility of the fire and rescue service:

Problem	Who to call
Fallen tree on a road, not endangering life	Local Authority
Fallen tree on a road, endangering life	Fire and Rescue Service – call 999
Fallen tree on own property, not endangering life	Personal responsibility

email: enquiries@derbys-fire.gov.uk
www.derbys-fire.gov.uk

Gavin Tomlinson MBA MIFireE
Chief Fire Officer / Chief Executive



Fallen tree on own property, endangering life	Fire and Rescue Service – call 999
Unsafe structure overhanging a public highway	Fire and Rescue Service – call 999
Unsafe structure on own property, not endangering life	Personal responsibility
Unsafe structure overhanging own property, endangering life.	Fire and Rescue Service – call 999
General flooding	Wait for water to subside
Flooding with life risk	Fire and Rescue Service – call 999
Flooding affecting electrics	Only if it safe to do so, isolate electrics – if in any doubt call the Fire and Rescue Service – call 999
If in doubt – call 999 immediately	

Fire Control Station Manager Pointon went on to say: “In any emergency situation we would always advise you ring 999 immediately. Control room operators will assess the situation and ensure an appropriate emergency response is put into action immediately, but when it’s a fallen tree on a road, that is not endangering life, then this is the responsibility of the local authority and the fire service wouldn’t attend.

“Similarly we get numerous calls to attend flooding during extreme weather. Unfortunately in many cases there isn’t much the fire service can do while water is flooding into property, there is simply nowhere for us to pump the water too, so unless there is a threat to life, then people will need to be patient and wait for the water to subside itself. If electrics have been affected, then the advice is to isolate the electrics and contact an electrician.”

If you are in any doubt of an emergency situation, or life is at risk, ring 999 immediately.

ENDS